Tips for Reducing TEAMS Screen Costs

Information Technology Services Division (ITSD) bills DPHHS monthly for the costs associated with using any system on the State's mainframe, including TEAMS.

Charges are incurred based on "CPU cycles." The harder the system has to work to process information on a screen, the more CPU cycles are required. Some screens don't cause the system to work very hard at all, while others are relatively expensive because the system is doing complex sorting or calculations in the background.

You can't avoid the "expensive" screens, because they're often necessary for working cases. So, what can you do to keep system costs down? You can avoid <u>unnecessary</u> use of screens.

Here are some recommended techniques:

A. Familiarize yourself with the default screenflows for each program.

Section '000' of your TEAMS User Guide contains a master screenflow list. For cases that have two or more programs registered, keep in mind that TEAMS automatically "merges" their screenflows.

The screenflow lists may help newer OPA staff to visualize the screenflow order and to understand which screens do what.

B. For NEW CASES, follow the default screenflow.

The default screenflow varies by program, and was designed to ensure that all required information is collected. If you "next" around (skip) some screens, it may cause you to have to backtrack later if the system still needs information to determine eligibility. For example, even if no resources or income are entered, you still need to pass through all "determinator" screens so the system can determine eligibility.

C. For ONGOING CASES, access only the screens you need for maintenance.

If you aren't sure which screens need to be updated, you are encouraged to follow the default screenflow. However, if you're comfortable "nexting" around in TEAMS, you can reduce screen costs by accessing only the screens you need for maintenance.

Here are some **general guidelines** to help use TEAMS most efficiently for maintenance:

- Type the Program and Subtype code on the SYSE menu (or other menus) if you need to work screens for a particular program. This is especially helpful for programs that have subtypes (such as Medicaid). It narrows down the number of screens that TEAMS will display as you follow the default screenflow.

- If you update the **SEPA** (Setup Participations) screen, follow the rest of the default screenflow rather than skipping around, because SEPA affects many other things.

- If **resources** are updated (FIAC, LIAS, OTAS, and/or VEHI), you'll need to pass through the "Resource Determinator" screen for each involvement so the system can recalculate resource eligibility. EXRM, EXRA, EXRF, and MARD are some of the Resource Determinator screens for various programs. They appear right after the VEHI screen.

- If you're not updating resources, you can skip the four resource screens as well as the Resource Determinator screen(s) by "Nexting" around them.

- For almost **any change** to a case, you need to pass through the **Payment/Benefit Determinator screens** (EXPD, EXAD, EXBD, MABD, etc.). This is where overall eligibility is determined and benefits are authorized. Below is an example showing how you can selectively access all the required screens for a particular change.

  Example: Participant reports a new address and a change to vehicles.

  1. From SYSE, next to ADDR and update the address information. Before pressing Enter, tab to the NEXT field.
  2. Type VEHI in the NEXT field, and press Enter. This updates the address and navigates to VEHI at the same time.
  3. Update the vehicle information on VEHI and press Enter. The Resource Determinator screen appears next in the screenflow after VEHI.
  4. Press Enter on the **resource determinator** screen(s) for all programs.
  5. Then Next to the first **payment/benefit determinator** screen. For example, if the case has AF, MA, and FS, go to EXPD (the TANF Determinator screen appears first).
  6. Authorize benefits, and continue with payment/benefit determinator screens for other program involvements, if any.

     Additional steps:
     – Case notes should be entered as needed (press F10 on any screen to access CANO, and F9 to return).
     – Notices should also be prepared as appropriate. (See Pg. 4, Item F, for tips.)

  Special reminder about Incurment cases:

  If a change is made that deauthorizes a Medically Needy case with an incurment, you need to pass through the **EXBD** or **MABD** screen before accessing the INCU screen. This is especially important if a cash option amount has already been authorized in the county office (but not by Fiscal). If the benefit determinator screen is bypassed, the old cash option amount will still be authorized.

D. BE SURE to use the "-ED" screens (AFED, MAED, FSED, etc.). that appear after the Eligibility/Payment Determinator screens.

If the Eligibility/Payment Determinator screen (like EXPD, EXAD, or MABD) indicates the case has failed or eligibility isn't yet determined, just press Enter to continue on to the "--ED" screen for that program. The "--ED" screens show why the case is failing or which screens need more information. Here's a sample of the FSED screen:

> This column shows whether the household has passed each eligibility factor.

> Under "Individuals," the screen shows "Pass," "Fail," "N/A," or "????" (unknown) for each eligibility factor.

```
FSED                    FS ELIGIBILITY DETERMINATION            03/12/01 14:19:07
FA                                                              DARLA F
CASE NAME: SPENCER, STEVEN                       CASE NUMB    000015   MONTH: 0401


                    ---- ---------------INDIVIDUALS-------------------
 ELIGIBILITY       ELIGIBLE HOUSE IN        IN        IN        IN        IN
   FACTOR           SCREEN  HOLD STEVE S  SUE   S  SUZIE S  JEREM S  JAMIE S
ALLOTMENT            EXAD   PASS N/A       N/A       N/A       N/A       N/A
CITIZENSHIP         RECI   PASS PASS      PASS      PASS      PASS      PASS
GROSS INCOME        EXAD   PASS N/A       N/A       N/A       N/A       N/A
IDENTITY            RECI   PASS N/A       N/A       N/A       N/A       N/A
NET INCOME          EXAD   PASS N/A       N/A       N/A       N/A       N/A
MANUAL CLOSURE      FSED   PASS N/A       N/A       N/A       N/A       N/A
RESIDENCY           RECI   FAIL FAIL      PASS      PASS      PASS      PASS
RESOURCES           EXRF   PASS N/A       N/A       N/A       N/A       N/A
SOC SEC NUMBER    x SSDO   PASS PASS      PASS      PASS      PASS      ????
WORK REG            WORF   PASS PASS      PASS      PASS      PASS      ????


FAILED - NOT ELIGIBLE FOR BENEFITS
UNTIMELY GOOD CAUSE CODE:      DENIAL CLOSURE REASON:
                      AUTHORIZE:    MORE FACTORS: N   MORE CLIENTS: N
                                                             NEXT-->
```

> This column contains **Quick Select** fields for each screen listed next to it. Type any character here to go directly to that screen.

> In this case, the household and Steve are failing RECI, and Jamie shows question marks for SSDO and WORF. It's best to select the topmost screen (see the 'x' above) to fix the problem occurring earliest in the screenflow.

The "—ED" screens help point you in the right direction to resolve questions about eligibility for each program. This is much more efficient than accessing many different screens to hunt down the problem!

E. Use "Quick Select" fields whenever possible as shortcuts to screens.

In addition to the "—ED" screens, the other determinator screens have Quick Select fields too! This includes Resource Determinator screens (like EXRA, EXRF, EXRM, and MARD) and Payment/Benefit Determinator screens (like EXPD, EXAD, EXBD, and MABD).

Use your Tab key to access Quick Select fields (not the arrow keys or the mouse).

Example:

You're reviewing the EXRA (TANF Resource Determinator) screen, and you spot an error with vehicles. How would you go back to the VEHI screen?

Would you…

(a) press F3 back to SYSE, then "Next" to VEHI?
(b) "Next" to VEHI from EXRA?
(c) Use the Quick Select field next to the Vehicles section of EXRA?

− Option (a) is not efficient, because you're accessing an extra screen (SYSE) unnecessarily.
− Options (b) or (c) are more efficient.

It's a matter of preference, but many people find Option (c) to be easier. In the example above, you would tab to the Quick Select field in front of the word "Vehicles," type any character, and press Enter. TEAMS goes directly to VEHI. (The "More Clients" and "More Factors" fields must be set to N, just as with "nexting.")

F. Delete unneeded "notice situations" on the NORE screen every day.

The NORE (Notice Request) screen lists all situations that might require a notice based on actions taken. If you allow the list to grow very long, it can cause the programming behind NORE to abend. You should tidy up the NORE screen each day when you log off:

1. Press the "Pause" key to begin the logoff process. If you have unresolved notice situations, the NORE screen will automatically display.

2. Type Y next to all unneeded notice situations and press Enter.

3. If you want to save some of the notice situations for later, type QUIT in the "Next" field and press Enter to continue logging off.

   (Note: Section 100 of the TEAMS User Guide has complete instructions for logging on and off the system properly.)